

# RightFit Support Services

Labor	
Labor coverage	Second Response Unlimited, Monday – Friday 8 a.m. – 5 p.m.
On-site response	4 hours upon customer request where available
Planned maintenance	Optional
Preferred labor rates	Included
Diagnostic licensing, documentation, and customer engineer education	Included
Parts	
Standard parts coverage	Included
Parts delivery	10:30 a.m. next day
Strategic Parts Coverage	
Magnet Maintenance Package (Cryogenics, Magnet Insurance, Coldhead)	Included
Surface coils	Included
Chiller coverage	Optional
Crystals and Photomultiplier tubes (PMTs)	Included
X-ray tubes, image intensifiers, detectors	Optional
Pools	
Parts and strategic parts pools	Optional
Labor pool	Optional
Combination pools	Optional
Lifecycle	
Philips Technology Upgrades (PTU)	Optional
Software and hardware updates (Reliability and Performance Enhancement)	Included
Lifecycle Solutions Catalog discount	Lifecycle Solutions Catalog purchases discount at 25% off (not available for glassware purchases, excludes UPS)

Customer Care Solutions Center	
Remote diagnostics	Included
Technical telephone support	Included
Clinical telephone support	Included
Solutions Enhancements	
Service Management Reports	Philips Service Information, Utilization Essentials, Customer Loyalty Meetings Quarterly
Clinical Education Flex Account	Optional
Technical Training Flex Account	Optional
Philips Healthcare Consulting	Optional